Edit Work Order

This gives the User the option to amend the original Work Order criteria, ranging from Caller Type and Asset association through to assigning a Capital Budget Code. The items which can be changed will depend what status the Work Order is at.

1. From the Agent Actions menu select "Edit Work Order".

2. Click on any of the fields that require editing and once completed click "OK". Clicking "Cancel" will exit without making any changes to the Work Order.

3. Any changes made will be reflected in the events log on the Work Order.

Event	»

Outcome	Date
Agent - Location Changed	15/02/2013
Agent - Caller Changed	15/02/2013
Agent - Accepted - No ETA...	14/02/2013
Agent - Assigned by Email	24/01/2013
Agent - Resource Allocated...	24/01/2013
Agent - Work Order Created	24/01/2013

Event	Change - Location
Outcome	Agent - Location Chan...
Date	15/02/2013 15:56
Event Creator	Donna.Louise
Deleted Locati...	Ground Floor, Sales Flo...
Added Location	Ground Floor, Sales Flo...